



We invite applications for the position of:
CUSTOMER SERVICE REPRESENTATIVE
\$46,915 to \$57,000 Annually
(Plus a comprehensive benefits package)

Why Consider The City of Mountain View?

It's simple. We are a passionate team of professionals committed to providing excellent service to the community we serve, and we want you to join us! When you become part of the City of Mountain View family, you will find this is not just a job, it is an opportunity to begin or continue a career providing essential support in a dynamic and innovative environment.

About Our Team

We are looking for a highly motivated, organized, customer-oriented, technologically savvy individual with exceptional attention to detail to join the Finance and Administrative Services Department with the City of Mountain View. The Customer Service Representative reports to the Revenue Supervisor. This individual will assist the public by acting as a receptionist and assisting customers with their payments, inquiries and other business with the city. As such, the ideal candidate must possess excellent oral communication abilities and must be able to compute figures quickly and accurately. You can review the entire Customer Service Representative job description on the City's website: <http://www.mountainview.gov/civicax/filebank/blobdload.aspx?BlobID=8549>

What You Bring

- Knowledge of basic bookkeeping procedures, basic English and arithmetic.
- In-depth knowledge of computers including Microsoft Excel, Word, and Outlook applications.
- One year of experience working with cash and responding to the public.
- Education equivalent to the completion of the 12th grade.

Bonus Points

- Bilingual skills in Spanish.
- Experience balancing and reconciling different payment types (e.g., cash, check, credit cards and online payments).
- Experience working in a public agency involving frequent public contact.

Who You Are

- You have organizational and logical problem-solving abilities with a strong attention to detail.
- You are customer service savvy – you strive to help people and take initiative to find the answer in creative ways.
- You have patience, strong active listening skills and ability to adapt/respond to different types of personalities.
- You are able to handle complaints and deal effectively with the public with poise and in a professional manner.
- You start sentences with “I can...” and are open to new opportunities and growth.
- You are able to juggle various assignments in a fast-paced, dynamic work environment.

What You Will Do

- Provide exceptional customer service in person and via phone for Mountain View residents and business owners.
- Serve as the face of the Finance and Administrative Services Department to walk-in customers.
- Communicate clearly and concisely, both orally and in writing.
- Open and close utility service order requests.
- Process payments for a variety of transactions with speed and accuracy, such as utility bills, business licenses, invoices, fees, permits, taxes, rents and leases, and department transmittals.
- Organize and balance various types of payments, track payments/transactions, open and distribute city mail, and process petty cash.
- Answer inquiries and respond to complaints concerning utility services and business licenses.

What We Offer

- Comprehensive benefits package including generous paid leave and group health coverage.
- CalPERS retirement (2.7% at 55 formula for classic members; 2% at 62 for new members); employees contribute 11.5% for classic members; 10.5% for new members to CalPERS with no Social Security deduction.
- Opportunity to utilize \$2,000 in tuition reimbursement for education advancement annually, with an additional one time opportunity for up to \$20,000 for the completion of a work related Bachelor's or Master's degree.
- Bilingual pay.

- Employee appreciation days and activities.
- Wellness culture including access to the employee gym and incentive pay for participating in the wellness program.

Are You Ready? Apply.

Submit application, supplemental questionnaire, and optional resume online at www.calopps.org or the Human Resources Division, City of Mountain View, 500 Castro Street, Mountain View, CA 94041, (650) 903-6309.

Deadline: The recruitment will close on Thursday, April 14, 2016 at 5:00 p.m. PST or until 150 applications are received, whichever occurs first. Qualified candidates are encouraged to apply early!

Interview Process

Candidates with the most relevant qualifications will be invited to the following process:

- Skype interviews (qualifying/non-qualifying). Depending on the number of candidates, the first round of interviews will be conducted via Skype.
- Oral Board scheduled for week of April 18, 2016.
- Department interview. Candidates who pass the oral board interview will be invited to interview with the Finance and Administrative Services Department staff for a more in-depth discussion regarding the position.

The Fine Print

Prior to hire, candidates will be required to successfully complete a preemployment process, including employment verification and a Department of Justice (DOJ) fingerprint check. A conviction history will not necessarily disqualify an applicant from appointment; however, failure to disclose a conviction will result in disqualification from the recruitment process.

Candidates with a disability who may require special assistance in any phase of the application or testing process should advise the Human Resources Division upon submittal of application. Documentation of the need for accommodation must accompany the request. The City of Mountain View is an Equal Opportunity Employer (EOE).

**CITY OF MOUNTAIN VIEW
CUSTOMER SERVICE REPRESENTATIVE
SUPPLEMENTAL QUESTIONNAIRE**

Please respond to the following questions:

- 1) Please describe your experience using Microsoft Excel. Include specific details on how often you use Microsoft Excel in your current or previous work experience and what you specifically use it for?
- 2) Please provide specific details of your customer service experience. Include how many customers you typically deal with on a daily basis, as well as the means of communication (in person, by phone, email, etc.).
- 3) Please describe your experience with taking payments. Please be specific on the types of payments, how you handle them, and the amount you deal with on a daily basis.